

In the Abstract:

Replace the Abstract by inserting the new Abstract as follows:

Systems and methods for providing an enhanced scheduling process are discussed. One embodiment of the present invention includes a method for scheduling mobile service representatives. The method includes negotiating an appointment window for booking a reservation, assigning the reservation to a shift of a mobile service representative, and optimizing periodically the shift of the mobile service representative while the acts of negotiating and assigning are executing.

REMARKS

Applicants submit that the substitute specification does not include new matter, and the amended abstract also does not contain new matter. Applicants have amended claims 1, 10, 11, 16, 20, 29, 30, and 32, and each claim does not contains new matter. Attached hereto is a marked-up version of the changes made to the specification, claims and abstract by the current amendment. The attached page is captioned **“Version with Markings to Show Changes Made”**.

Respectfully submitted,

DORSEY & WHITNEY LLP



D.C. Peter Chu
Registration No. 41,676

PC:hap

Enclosures:

Postcard

1420 Fifth Avenue, Suite 3400
Seattle, WA 98101-4010
(206) 903-8800 (telephone)
(206) 903-8820 (fax)